



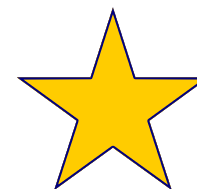
## Leon County Holiday Schedule 2012



New Year's Day 2012	Monday, January 2, 2012
Martin Luther King Jr. Day	Monday, January 16, 2012
Memorial Day	Monday, May 28, 2012
Independence Day	Wednesday, July 4, 2012
Labor Day	Monday, September 3, 2012
Veteran's Day	Monday, November 12, 2012
Thanksgiving Day	Thursday, November 22, 2012
Friday after Thanksgiving	Friday, November 23, 2012
Christmas Eve	Monday, December 24, 2012
Christmas Day	Tuesday, December 25, 2012
New Year's Eve	Monday, December 31, 2012
New Year's Day 2013	Tuesday, January 1, 2013

# VolunteerLEON

## Internship Manual





# *Leon County*

## NOTES

### *Board of County Commissioners*

*301 South Monroe Street, Tallahassee, Florida 32301  
(850) 606-5302 www.leoncountyfl.gov*

#### **Commissioners**

BILL PROCTOR

District 1

JANE G. SAULS

District 2

JOHN DAILY

District 3

BRYAN DESLOGE

District 4

KRISTIN DOZIER

District 5

NICK MADDOX

At-Large

AKIN AKINYEMI

At-Large

VINCENT S. LONG

County Administrator

HERBERT W.A. THIELE

County Attorney

## **VISION STATEMENT**

Leon County Government is dedicated to preserving and enhancing the outstanding quality of life which has made our community a desirable place to live, work and raise our children. Through the provisions of cost effective superior services, County Government will insure the promotion of orderly growth for the economic health and safety of its citizens.

***-Leon County Board of County Commissioners***

## PROGRAM PROCEDURES

### ADMINISTRATIVE RESPONSIBILITY

- To help improve the quality of services, all supervisors are expected to promote and facilitate the growth of volunteerism within the County. They are to offer decisive leadership and take such steps as are necessary to become knowledgeable regarding basic requirements for the operation and management of an effective volunteer program. Supervisors are to ensure that meaningful work opportunities for volunteers exist and that once assigned to their units, volunteers are provided proper training, supervision, support and recognition.

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- Where problems are identified, it is expected that corrective action will be promptly taken.

\*\*\*\*\*

- Due to the high priority this County attaches to increasing volunteer activity to serve community needs, it is expected that supervisors will maintain close supervision over volunteer operations and fully support the commitment to volunteerism. They must demonstrate leadership and maintain continual familiarity with the program status.

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- No Career Service or Special OPS position will be replaced with a volunteer.

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## INTRODUCTION

The purpose of this manual is to provide a framework to assist staff who are utilizing volunteers. Our intention is to give you the information and resources necessary to make working with volunteers an enjoyable experience. Volunteers are not expected to replace employees, but rather to extend and enhance services to the public. A volunteer's contribution to the County goes far beyond the actual work performed. Our volunteer program integrates us with the community in a very personal way.

The Volunteer Center matches citizens with varying degrees of time, talents and skills to county departments needing assistance. Staff have been trained in effective volunteer management, and they will provide the necessary training for the volunteers to ensure that they can effectively carry out their particular duties. In other words, department personnel are prepared to welcome volunteers, and will do their best to ensure that their experiences with the County are pleasant and fulfilling.

VolunteerLEON is located at the Amtrak building, 918 Railroad Avenue. For more information contact the Volunteer Coordinator at (850) 606-1970.

### **VolunteerLEON MISSION STATEMENT**

To strengthen individuals and organizations in our community through volunteerism.

### **VolunteerLEON VISION STATEMENT**

A responsive and caring Big Bend community defined by volunteerism and civic engagement.

## RISK MANAGEMENT GUIDELINES FOR EMPLOYING VOLUNTEERS

- I. Volunteers must be trained for the jobs they will perform, including safety aspects.
- II. When personal protection equipment is required for the position, the volunteer must either provide his own or be properly equipped by the department, as well as trained in the use of the equipment prior to engaging in any such work.
- III. Volunteers must not knowingly be exposed to any unnecessary danger or hazards in the workplace and must not perform any functions requiring a license or certification unless they have a current license or certification to do so.
- IV. Volunteers will be permitted to drive County vehicles and operate County equipment in accordance with guidelines and regulations as they apply to paid staff.
- V. Workplace harassment will not be tolerated in the workplace or outside the workplace. Workplace harassment is defined as unsolicited, offensive or retaliatory behavior based on race, sex, color, national origin, religion, age, disability, ancestry, marital status, pregnancy, sexual orientation or an employee's exercise of constitutional or statutory rights.  
(County policy 2.02)
- VI. It is the policy of Leon County to provide a work environment that is reasonable safe, secure and free from threats, intimidation, abusive behavior and physical violence. Acts of physical violence, direct or indirect verbal threats, stalking, aggressive or intimidating behavior or provocation, which could lead to violence, will not be tolerated.  
(County policy 2.03)



- F. Children under 13 years of age who wish to volunteer must be pre-approved by a department administrator and must have adult supervision.
- G. Volunteers will sign in and out in the Volunteer Log. A Volunteer Log will be maintained by all departments or facilities and will contain volunteer names, dates, hours of service and task assigned. Volunteers may use only the space, equipment and materials authorized during the assignment.
- H. Volunteers will receive a name badge within 10 days of regular service.
- I. Volunteers who are public officers/employees will not be permitted to voluntarily perform services which are the same as or are similar to their duties for which they are paid to perform by the same public agency.
- J. Volunteers must read and agree to abide by the County's Substance Abuse Prevention Program and in certain circumstances they may be required to submit to a drug screening prior to performing voluntary services.
- K. Volunteers are eligible for worker's compensation in accordance with Chapter 440 of the Florida State Statute.

Note: Some volunteers may be required to submit to drug screening prior to performing voluntary service

## Employers Seek Experienced Workers

### Internship Experience Counts

The importance of completing an internship prior to graduating from college cannot be stressed enough. Recent statistics repeatedly show that employers prefer new hires that have gained relevant work experience through internship or co-op experiences and make full-time job offers based on these experiences. Many organizations have set up internship programs within their organization for the purpose of training and hiring interns as full time employees. It has also been proven that retention rates of new employees are considerably higher for those who have completed an internship with the organization.

[Article About.com Internships](#)

[The Challenging Job Market](#)

[Has Made It Essential For College Students](#)

[To Gain Real World Experience](#)

[Prior To Graduation](#)

## INTERNS AND INTERNSHIPS

### INTERNS ARE MORE LIKELY TO FIND A JOB

The most obvious advantage to internships is the potential for full time employment. According to the National Association of Colleges and Employers (NACE) new college graduates who had participated in internships did far better in the job market than their classmates who had not had that experience. In 2008 employers extended job offers to nearly 70% of their interns, up from 57 percent in 2001.

### THE NUMBERS DON'T LIE

The numbers for 2009 are just as encouraging for those who've been interns. Just 14 percent of 2009 college seniors who hadn't been interns had jobs waiting for them upon graduation. In contrast, even in 2009's tough job market, 23 percent of interned graduates had full-time jobs by that time. It makes sense that employers would look to hire from those who have proven themselves by demonstrating their skills, abilities, and character by fulfilling daily responsibilities associated with their internship.

### INTERNS GAIN VALUABLE EXPERIENCE

Even if your internship doesn't turn into a job at the particular company you're interning at, the experience you will have gained can make it easier to obtain employment elsewhere. According to NACE, responding employers indicated that while 31 percent of their new employees came from their own internship programs, 62 percent had internship experience of some kind.

## LEON COUNTY VOLUNTEER CENTER'S

## POLICIES & PROCEDURES

### PROCEDURES & REQUIREMENTS

- A. Volunteers will work within the rules set by the responsible department supervisor. Volunteers who do not adhere to the rules and procedures of the department or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. However, no volunteer will be dismissed until the volunteer has an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Director.
- B. Volunteers may perform any task adhering to prior assessment of risk and liability issues assigned by their supervisors and approved by the responsible administrators.
- C. Volunteers will maintain strict confidentiality of any information to which they may have access within their volunteer job.
- D. Volunteers are prohibited from using information or materials not generally available to the public and obtained by reason of their volunteer positions for personal benefit of themselves or others. Volunteers will follow the County's code of ethics policy in regard to conflict of interest in accordance with regulations specified in Section 112.311-43, of the Florida Statutes.
- E. A background screening will be required when the volunteer will participate in the same physical labor that requires a screening for regular employees.



## LEON COUNTY VOLUNTEER CENTER'S

### POLICIES & PROCEDURES

#### POLICY

- I. Leon County administrators recognize that volunteers are essential to the productivity, efficiency and cost-effectiveness of government and encourage and welcome individuals and groups who have the skill, talent, ability and time to volunteer in County departments, divisions and facilities.
- II. Definition: "Volunteer" is a person who, of his/her free will, provides goods or services to any unit of County government without receiving monetary or material compensation.

#### **Classes of Volunteers:**

- A. "Regular-service volunteer" means a person engaged in specific voluntary service activities on an ongoing or continual basis.
  - B. "Episodic volunteer" means a person who offers to provide a one-time or occasional voluntary service.
  - C. "Material donor" means a person who may be unable to give the time required for volunteer service, but chooses to express his/her contribution by providing funds or materials.
  - D. "Community service volunteer" means a person who is court-ordered to complete a required number of volunteer hours as part of their probation.
- III. The Volunteer Center office will be responsible for the direction of the volunteer program and its compliance with all laws pertaining to volunteers including the recruitment of volunteers and the evaluation of the volunteer program. Specific Authority: Florida Statute 125.9501-06.

## INTERNSHIP POSITION DESCRIPTION

### Office of Management and Budget (OMB)

#### Office of Management and Budget Volunteer Intern

<b>Title:</b>	Office of Management and Budget Volunteer Intern
<b>Department:</b>	Office of Management and Budget
<b>Major Objectives:</b>	<p>The goal of the Office of Management and Budget is to continuously enhance the quality of County services by optimizing the use of County financial resources through the effective provision of planning, policy analysis, budget development, budget implementation, and program evaluation services to benefit citizens, elected officials, and staff.</p> <p>The OMB intern must be able to exercise sound independent judgment, including the ability to interpret County policies and perform outreach to broad internal and external constituencies. Work requires initiative and creativity to complete assignments independently. Deadlines will be very important in this position. The intern may be required to work on numerous projects simultaneously with other individuals, departments, and County staff to meet project deadlines. The intern will be required to accomplish numerous tasks within deadline constraints.</p>
<b>Responsibilities:</b>	Assists the Budget Director and Budget staff with duties assigned to the Office of Management and Budget. Prepares budget documents, research reports, analyses, and memorandum on key issues and special projects as assigned. Conducts in depth analysis of revenues and expenditures related to department budgeting.
<b>Qualifications:</b>	<ul style="list-style-type: none"><li>● Strong written and verbal communication skills.</li><li>● Experienced with data collection, data analysis and research.</li><li>● Efficient with computer programs specifically Microsoft Office Programs (Excel, Word, PowerPoint)</li><li>● Ability to take on multiple tasks and meet set deadlines.</li><li>● Ability to organize and present clear and concise oral and written reports.</li><li>● Must be in good standing at the attending local university</li></ul>
<b>Time and Place:</b>	OMB is willing to accommodate the schedule of the student volunteer with a minimum of 10 hours a week and a maximum of 25 hours a week (Monday through Friday).
<b>Commitment:</b>	The minimum commitment for a volunteer internship is one semester.



# INTERSHIP POSITION DESCRIPTION

## Health Department

### Health Education Outreach Worker

<b>Title:</b>	Health Education Outreach Worker
<b>Department:</b>	Leon County Health Department
<b>Major Objectives:</b>	Reduce the spread of HIV/AIDS and STD's in Leon County by providing HIV/AIDS outreach to "at risk" population.
<b>Responsibilities:</b>	Distribute condoms to selected locations and business establishments which serve at-risk populations within Leon County. Provide educational and risk reduction information concerning the spread of HIV/AIDS and STD's. Respond to requests for HIV/AIDS update presentations. Provide accurate and up-to-date information in a professional manner. Interns are encouraged to develop and market programs related to their area of personal interest and experience.
<b>Qualifications:</b>	Good written and verbal skills. Able to effectively present information to a variety of groups. Health background helpful but not necessary.
<b>Training/Preparation:</b>	Four-hour training on HIV/AIDS provided by the Health Department.
<b>Time and Place:</b>	Where and when presentations are requested and at the Leon County Health department.
<b>Commitment:</b>	One academic semester, 10-20 hours per week.

## VOLUNTEER JOB DEVELOPMENT

Every service unit within the County is expected to identify needs and develop tasks which can and should be performed by volunteer. These tasks are to offer genuine potential for meeting needs.

\* \* \* \*

Each volunteer task developed is to be outlined in a written "volunteer job description" that identifies specific volunteer duties required work or time schedules and volunteer training education or skill needs. Each description will also identify the specific number of volunteers required to perform the task. When volunteers are needed, these documents are to be sent to the Volunteer Coordinator where they serve as requests for volunteers.

\* \* \* \*

Skills bank is a listing of occasional service volunteers who volunteer their special talent/skill on an 'as needed' basis. For example, a volunteer with calligraphy skills might be asked to assist with Volunteer Recognition Certificates. Special skills bank request forms will be used to request a skills bank volunteer.

\* \* \* \*

Special project volunteers are those persons who assist in a one-time project, i.e. a high school Key Club may be recruited to participate in special County projects. Special project forms will be needed to request special project volunteers.



## STAFF ORIENTATION TO VOLUNTEERS

Participatory management procedures help build solid staff involvement. Clearly, there will be difficulty in securing commitment if staff is not allowed to participate in the planning process. Issues have to be placed on the table. Questions must be understood. Staff orientation is critical to the program's success. Staff should clearly understand the rationale and need for volunteers, their potential for improving services and techniques for the effective use and supervision of volunteers.

Staff orientation to volunteers:

- Explain types of activities in which volunteers would be involved
- Indicate support from Administration
- Explain what volunteers contribute to an organization
- Explain in depth the role of the staff in volunteer job design, recruitment, screening, acceptance and supervision
- Explain how to handle problem volunteers
- Explain procedures for acquiring more volunteers in particular departments
- Clearly explain differences in the Volunteer Center's volunteer coordinator role, departmental volunteer coordinator's role and staff roles
- Give examples of what NOT to do with volunteers
- Suggest ways to recognize and reward good volunteers
- Provide guidelines on how volunteer performance should be evaluated
- Erase any stereotypical images of volunteers
- Explain what may motivate people to volunteer

Staff will participate both formally and informally in an annual appraisal of the Volunteer Program. This will ensure the healthy growth of the program.

According to a 2010 student survey by the National Association of Colleges and Employers (NACE), new graduates who had taken part in internships fared far better in the job market than their counterparts who did not gain that experience. NACE reported that 42.3% of seniors with an internship under their belt received at least one job offer. For students with no internships experience, only 30.7% received a job offer.

Overall, students who completed 1 or more internships received an average salary offer of \$41,580 while those who did not take part in an internship received an average salary offer of \$34,601. For computer science majors, who had the largest gain from participating in internships, the average salary offer for those with an internship was \$58,920 while students with no internship experience averaged a salary offer of \$45,000.

The survey also found that students who completed an internship were more likely to accept the job offer. One rationale for this finding is a higher starting salary, as the study found that the median accepted salary offer for a graduate who had pursued an internships was \$45,301. The median accepted salary for a non-intern seniors was \$34,601 - 31% less.

Of their interns, 58% were hired into full-time jobs. "That's the highest conversion rate we've seen since we started tracking this on an annual basis in 2001," says Marilyn Mackes, NACE executive director.

\* \* \* \* \*

## Landing an Internship

1. Get specific about your accomplishments - Provide examples of how you've contributed to previous organizations, quantifying results whenever possible. If you're in high school or college, you can reference class work or involvement in school or community organizations.
2. Get a referral - The hiring manager is much more likely to consider your application if someone within the origination has sent it to him/ her.
3. Show you're knowledgeable about the company - Talk about something interesting you recently read about the company during the interview. It underscores your enthusiasm for the job.
4. Talk about long-term interest - If you're interested in a permanent position with the organization, inform the hiring manager up front. It can set you apart as a serious candidate.
5. Submit a cover letter - Often overlooked, the cover letter enables you to showcase your communication skills, grab their attention and highlight your main selling points.
6. Remember to send a thank you - It shows follow through and enables you to further emphasize why you're the best candidate for the job.

## LEON COUNTY VOLUNTEER CENTER VOLGISTICS E-SIGN IN TIME SHEET & ATTENDANCE RECORD INSTRUCTIONS

- Volunteer Online Sign In
- Volunteer arrives, finds the e-sign in short cut on computer



- Double click the desk top icon
- Input the Volunteer number (numbers may be posted by

**VOLUNTEERLEON**  
Leon County Volunteer Center

Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.

If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

**Enter your volunteer PIN number**  
Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

278

1 2 3  
4 5 6 Cancel  
7 8 9 Backspace  
\* 0 # Continue

Is this Dorian Gray ?

- Confirm Identity

Yes

No

## COUNTY VOLUNTEER CENTER PROGRAM

### EVALUATION

Evaluation provides a way to document the benefits of volunteer service and identify problems that need attention. Evaluation is a crucial component of the planning cycle to determine effectiveness and control quality both of the program and for the volunteer. Evaluation helps to decide which management function to maintain as they are and which to change.

Who evaluates? The staff and supervisors are the most knowledgeable evaluators for volunteers because they work with them. Therefore, they fill out the “Staff’s Volunteer Program Evaluation” survey which rates both the volunteers as well as how they perceive the effectiveness of the County’s Volunteer Office. Likewise volunteers are the recipients of management benefits and know how effectively the program runs, so they are qualified to evaluate the volunteer program and the program management.

Evaluations take place throughout the year. Volunteers who have been with the program for one month are sent a 30 -day appraisal form. This allows us to catch any potential problems early on in their service. It is also a great way to pat the staff on the back, since the majority of surveys praise the service staff they work with. Volunteers also are sent an annual survey each January. Besides the formal written survey, the Volunteer Director has informal meetings with volunteers throughout the year. This allows for instant feedback that may require immediate attention. Volunteers are also encouraged to contact the Volunteer Office directly with any concerns or suggestions they may have. Staff who work directly with volunteers are sent an annual survey to gain valuable feedback on the Volunteer Center Program. Staff is also encouraged to report any concerns or suggestions that they may have directly to the Volunteer Office. The Volunteer Director conducts “informal” surveys with staff on a routine basis.

Information gathered from all surveys is collected and reported back to all supervisors and the County Administrator in a formal status report on the Volunteer Center annually. This report reflects whether the program is meeting it’s goal of enhancing and augmenting paid staff work and what changes, if any, are needed to improve performances by volunteers.

## EVALUATION, BASIC CONDUCT AND SERVICE

### RULES FOR VOUNTEERS

In general, volunteers will follow the same basic conduct and service rules as staff. Other kinds of expectations and responsibilities vary according to the nature of volunteers' jobs. There are some basic rules that should be observed:

Volunteers are to follow the basic duties and responsibilities outlined in their respective job descriptions. Planned activities not included are to be cleared with supervisors.

All volunteers will hold confidential any information provided by the County regarding individual citizens and any information learned about citizens as a result of the volunteer work.

No regular service volunteer shall begin working for the County without prior screening, orientation and job training.

Every volunteer will be asked to sign a "Commitment Contract". We ask that each volunteer keep his/her commitment to work a prearranged schedule. Adjustments in schedule should be worked out through his/her department supervisor.

Notice of impending absence i.e. vacation, sick leave, jury duty will be put in writing to department supervisor.

If unable to come in at the time scheduled, the volunteer must notify the department at least three hours before scheduled shift begins.

Volunteers are asked to give two weeks notice prior to resignation. At this time, an exit interview will be scheduled with the department supervisor or with the County Volunteer Director. The purpose of the exit interview is to thank the volunteers for their services and to gain valuable feedback toward improving the volunteer program.

- Click service area to record hours

#### Which assignment are you here to perform?

Touch the button for the assignment you have come to perform today.

Technology Desk Assistant [LeRoy Collins Public Library  
System\Tech Media]

Youth Corps [Volunteer Center\Volunteer Services]

Not sure

Cancel

- Volunteer the allotted time
- Volunteer prepares to leave, finds computer Volgistics shortcut
- Double click desktop icon
- Input volunteer number (numbers may be posted by station)
- Confirm identity
- Sign out of service

#### Dorian Gray

#### What would you like to do?

If you are arriving now, touch the "Sign-in" button to check-in. Touch the "Sign-out" button if you are leaving now.

Sign-out

Switch assignments

View my schedule

View my service

Exit

- Volunteer departs

THANK YOU FOR YOUR COOPERATION!

## VOLUNTEER RECRUITMENT PROCEDURES

\* \* \* \* \*

Primary responsibility for volunteer recruiting rests with the Leon County Volunteer Center. The Volunteer Center will actively recruit from the community volunteers who will meet the needs of County departments.

Continuous recruitment will take place throughout the year mainly through the VolunteerLEON website ([www.VolunteerLEON.org](http://www.VolunteerLEON.org)) and coordination with volunteer placement agencies.

### VOLUNTEER SOURCES INCLUDE:

- Homemakers
- Students
- Business persons
- Youth service clubs
- Retirees from community
- Civic organizations
- Sororities
- Fraternities
- County retirees
- Teachers
- Community service/court-ordered

The following types of disciplinary action shall be taken with respect to volunteers:

- A verbal warning: This is the least severe disciplinary action. It should serve as an “alert mechanism” to establish more satisfactory performance or behavior. The volunteer will be advised when a verbal warning is being made.

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- Written warning: This is a disciplinary action whereby the volunteer is notified in writing of unsatisfactory conduct or performance. The volunteer shall, concurrent with the conference to discuss the disciplinary matter, receive a copy of the written warning and a copy will be forwarded to Leon County Volunteer Center.

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- Suspension: Following consultation with the County Volunteer Coordinator, the volunteer may be suspended for up to 30 days. The suspension will be explained in written form and a copy given to volunteer at the time of the action. If the volunteer again becomes subject to disciplinary action within 12 months after being suspended, the volunteer may be terminated.

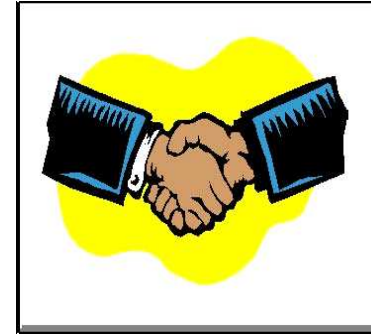
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- Termination: Following consultation with the County Volunteer Director

## VOLUNTEER SUPERVISION

- I. Supervision of volunteers is the responsibility of the departmental volunteer coordinator who are utilizing them. This is not the function of the County Volunteer Coordinator.
- II. The department volunteer supervisor is responsible for conducting and annual appraisal of each volunteer. Exit interviews are to be conducted by department supervisor. Supervisors will promptly notify the County Volunteer Service Office whenever a volunteer resigns or is terminated.
- III. The department supervisor is responsible for recording volunteers hours and submitting a monthly report to the Volunteer Center by the third day of every month. Supervisors will maintain an accurate list of volunteers within their department. This list will include the addresses of volunteers and the number of hours worked and length of time with the County. This list will be used to send out appropriate invitations, correspondence etc. (At the discretion of the department supervisor, another staff member may be responsible for all paper work regarding volunteer activity).
- IV. The department supervisor is responsible for the daily recognition of volunteers. Annual volunteer recognition will be conducted by the department volunteer coordinator in coordination with the Leon County Volunteer Center Office.
- V. Termination Guidelines: Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of County equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by department policies and procedures, failure to meet physical or mental standards of performance and failure to satisfactorily perform duties.
- VI. Termination Procedure: The immediate supervisor of a volunteer has the authority to terminate a volunteer.

( continued on next page )



Also, all County employees should do their part by soliciting the involvement of friends, acquaintances and other community contacts as volunteers with the County. Any person expressing interest in volunteer work should be referred to the County Volunteer Coordinator. The Coordinator is in the best position to match skills and interests to department needs.

To secure volunteers from the volunteer coordinator, units must complete and submit a Volunteer Job Description form. It must be understood that it may not always be possible to promptly secure enough volunteers to meet all staff requests. However, where volunteers are urgently needed to service priority needs, the Volunteer Coordinator will make every effort to secure them.



## INTERVIEWING AND JOB MATCHING

All prospective volunteers are to be initially interviewed by the Volunteer Center volunteer coordinator in order to determine their suitability for volunteer service and to acquaint them with the varied opportunities for volunteer work with the County and provide an orientation. This will enable the coordinator to match their skills and interests to departments which could best profit from their expertise.

The volunteer will attend a general orientation session. Topics covered in orientation include:

- Overview of Leon County Government
- Description of departments in the County
- Organizational chart and introduction of key staff
- Description of volunteer program
- Volunteer's role in the County
- Record-keeping requirements
- Dress code
- Termination procedures
- Facilities orientation, building tour, phones, restrooms, parking, staff lounge and etc.

Once orientation has been completed, a referral is made to each individual department.

- A copy of volunteer application will be forwarded to the department.
- Department's Volunteer Coordinator/Supervisor will schedule secondary department interview within three days of orientation.
- Department may accept or reject volunteers within 3-5 days. If rejected, volunteers are referred back to Volunteer Service Office for possible placement in another department.

## JOB TRAINING FOR VOLUNTEERS

Whether volunteer job training is formal or informal, extensive or simple, will depend on the complexity of the job, the number of people performing it and the degree of active supervision that will be offered. Service staff will be held accountable for imparting to volunteers, the knowledge and skills they need to effectively carry out a particular job.

Department shall properly orient and train volunteers:

- Introduction of volunteer to staff
- Tour of work area, including staff break room and restrooms
- Sign-in procedure, volunteer's "mail box" and information regarding where to safely store personal belongings
- Whom to contact should volunteer be unable to make scheduled shift
- Volunteers are staff and entitled to the same treatment as other employees
- Each volunteer will be issued a "VOLUNTEER" Leon County name tag

Department training includes information specific to performing functions/duties of assigned job.

\*\*\*\*\*

Thirty days after orientation, volunteers will be asked to fill out a Volunteer Center Appraisal form. This allows for any needed adjustments early in the volunteer's stay with the department.

\*\*\*\*\*

Workers' Compensation - Volunteers are eligible for workers' compensation in accordance with Chapter 440 of the Florida Statute. In the event that a volunteer is injured, the same reporting procedures that apply to employees, apply to volunteers. Risk Management must be notified immediately. The Volunteer Coordinator's office should be notified of any injury as soon as possible.